

To: CN=Myrna Jamison/OU=R10/O=USEPA/C=US@EPA;CN=Richard Than/OU=R10/O=USEPA/C=US@EPA[]; N=Richard Than/OU=R10/O=USEPA/C=US@EPA[]
Cc: CN=Gary Dangleis/OU=R10/O=USEPA/C=US@EPA;CN=Phil North/OU=R10/O=USEPA/C=US@EPA[]; N=Phil North/OU=R10/O=USEPA/C=US@EPA[]
From: CN=Ken Kerner/OU=R10/O=USEPA/C=US
Sent: Mon 3/28/2011 12:08:54 AM
Subject: Fw: SEEs with computer problems

Myrna,

I'm not sure if you are aware of this problem. Phil reached out to me with a voice mail last week, that I forwarded to PC Support, and here's an email from Phil.

Let me know if there's anything I can do to help.

Ken Kerner CISSP
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----- Forwarded by Ken Kerner/R10/USEPA/US on 03/27/2011 05:05 PM -----

SEEs with computer problems

Phil North to: Ken Kerner 03/25/2011 04:02 PM

Hi Ken,
I am never sure who to send these messages to. If you are not the correct person would you forward this.

Dave Athons, one of the SEEs working on Bristol Bay issues here in Soldotna, has been having never ending problems with his laptop. I know the Help Desk has spent a lot of time with him, but the problems don't seem to end. I wonder if we can come up with some other approach rather than the case by case trying to solve his problems. I wonder if there is some systemic problem. Dave's productivity is way down because he is spending a great deal of time on computer problems. Do you have any ideas on how to approach this.

Also Gary Sonnevill, the other SEE, was locked out of his computer yesterday. He called the Help Desk but they had not called back by this afternoon.

Any suggestions that you have are appreciated.

Phil

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